



Mr. Big Deals Return Authorization Form

Mr. Big Deals typically does not accept returns; however, we stand behind the products we sell with our in-house warranty that extends 10 days from the date you picked up. There are NO exceptions once this date has passed regardless of the issue or excuse. All return requests need to be verified and approved by our returns teams before we will accept any return. Once approved, an exchange will be granted if available, otherwise a full refund or account credit will be issued. All returns must be brought back in its original packaging and with the contents it was sold with. **We do not offer paid return shipping costs for those who have had items shipped,**

Name and email address on HiBid Account: _____

Signature: _____

LIST ITEM(S) – Invoice number, lot number and reason for return request.

- 1: _____
- 2: _____
- 3: _____
- 4: _____
- 5: _____

Accepted Warranty Coverage:

- 1) Item has major damage not described or photographed on the listing at the time of sale.
- 2) Item has important pieces missing not described or photographed on the listing at time of sale.
- 3) Item has manufacture defect not described on the listing at time of sale.
- 4) Item was listed as the incorrect model/product.
- 5) Item was recalled by manufacturer.

Warranty Does NOT Cover:

- 1) Buyer's Remorse (e.g., you changed your mind, do not like the colour, etc.)
- 2) Missing minor pieces (e.g., generic hardware, manuals, bonus software/content, etc.)
- 3) Items sold in "AS IS" or "NOT INSPECTED FOR FUNCTIONALITY" condition
- 4) Open consumables/perishables (does not cover if its still factory sealed, sold open or past best before date)
- 5) Worn clothing, shoes, undergarments. (For health and safety reasons, we are unable to warranty these types of items that were worn/used by our customers.)
- 6) Not agreeing with our opinion on the condition (e.g., "Lightly used" vs "used")
- 7) Any items if they are not returned with their original packaging and contents they sold with.
- 8) Items that were assembled and/or damaged by the customer. This includes items where the packaging is removed or discarded at the time of pickup to fit in your vehicle.